

CMR CONFLICT COACHING MODEL

- I. Introduction: Roles, Coaching Process, Administrative Paperwork
 - a. Commend the Client for Choosing Coaching
 - b. Role - Client
 - i. Good Faith
 - ii. Self Determination, as Applicable
 - iii. Develop a Focused Goal
 - iv. Move from Victim to Hero
 - v. Use Power Language
 - vi. Be Accountable to Self and Coach
 - c. Role – Coach
 - i. Advocate, as Applicable
 - ii. Give Honest Feedback
 - iii. Be Accountable to Self and Client
 - iv. Keep Confidential Communications, as Applicable
 - v. Exceptions to Confidentiality, F, W, A, Security, Threats
 - vi. Not Willingly Testify for or Against in Any Forum
 - vii. Committed to Client’s Growth and Progress
 - d. Coaching Process
 - i. Unpack Issues
 - ii. Distill to One Sentence
 - iii. Discuss Plan for Outcome
 - iv. Unpack Other Person’s Point of View
 - v. Delivery
 - vi. Rehearse Conversation or Outcome
 - vii. Design Closure Strategy
 - e. Administrative Paperwork
 - i. Consent to Coaching
 - 1. Client responsible for His/Her Use of Coach’s Use of Coach’s Communication, Feedback, Consultation, and Materials
 - ii. Client and Coach Sign
- II. CMR Coaching Process
 - a. Unpack Issues
 - i. How Does Client Feel/Think?
 - ii. What Does Client Want?
 - iii. How Does Client View Situation?
 - iv. What Background Is Useful?
 - v. What Assumptions Is Client Making?
 - b. Distill to One Sentence (Goal Statement)
 - i. Use as Referral Point
 - ii. May Change During Process

- c. Discuss Plan for Outcome
 - i. Preferred Method
 - 1. Face to Face
 - 2. Email
 - 3. Letter
 - 4. Action
 - ii. Method May Change
- d. Unpack Other Person's Point of View
 - i. What would (name) Say?
 - ii. How Does (name) Feel/Think?
 - iii. What Does (name) Want?
 - iv. How Does (name) View Client?
 - v. What Assumptions Does (name) have about Situation
 - vi. What Background with (name) Is Useful?
- e. Delivery
 - i. Words
 - 1. How Will (name) Hear Message?
 - 2. Power Language
 - ii. Tone
 - iii. Body Language
 - iv. Emotion
 - v. Barriers to Goal Achievement
- f. Rehearse Conversation for Outcome
 - i. Change in Coach Role
 - 1. Provides Feedback
 - 2. Assumes Perspective of (name)
 - ii. Feedback Method Client Prefers
 - iii. Rehearse Multiple Possibilities for What (name) May Say
 - iv. Consider Possible Barriers (name) Could Raise
 - v. Keep Testing Against Goal Statement
 - vi. Measure for Productive Delivery to (name)
 - vii. What Can Client Suggest to Aid Solution/Outcome
 - viii. What Ways Can Client Assist with Solution/
- g. Design Closure Strategy
 - i. Ask Client to Recap Action Plan
 - ii. Express Appreciation to (name) using Power Language
- h. Next Steps
 - i. What Will Make This Easier For Client
 - ii. Plan for Follow-up for Feedback of Client's Plan
 - iii. Plan for Possible Future Coaching Needs
- i. Commend